



Making Health Care Work Better.™

- Emergency Medicine
- Hospital Medicine
- Acute Care Surgery
- Anesthesiology
- Radiology / Teleradiology

Welcome !

EmCare North 12th Annual New Provider Orientation!

Presented by:

Jennifer Strouse, Director of Operations

Before we get started:

- Introductions
- Review content of folder [https://
www.emcare.com/presentation-materials](https://www.emcare.com/presentation-materials)
- 2 Breaks & Lunch
- “Where’s the Coffee?”
- “The Facilities?”
- Need help getting home? - Lindsey Davis



Question:

***How often do you think
one of our providers
touches the life of a
patient?***

- Emergency Medicine
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Every 2 seconds ?

Every 2 minutes?

Every 22 minutes?

- Emergency Medicine
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Answer:

Every 2 Seconds!

- Emergency Medicine
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“Could a greater miracle take place
than for us to look through each other’s eyes
for an instant?”

– Henry David Thoreau

The Heart of Compassion



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***We have the power to make a difference
in a patients life every 2 seconds.***

30 pts /min

1,800 pts /hr

43,200 pts /day

15 million lives every year

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EVERY 2 SECONDS ENVISION HEALTHCARE GIVERS TOUCH THE LIFE OF A PATIENT



A leading provider and manager of community-based medical transportation services



A leading provider of integrated physician services to healthcare facilities



An emerging provider of comprehensive physician-led post-hospital management solutions

Pre-Hospital

- Emergency and Non-Emergency Medical Transportation
- Interfacility and Critical Care
- Managed Transportation Services
- Fixed-Wing Air Ambulance Services
- Disaster Response / FEMA

Hospital

- Emergency Department
- Anesthesiology
- Hospitalist / Inpatient Care
- Radiology / Tele-radiology
- Surgery

Post-Hospital

- Transitional Care
- Comprehensive Care Coordination
- Population Assessment
- Telehealth & Telemedicine
- Longitudinal High Risk Management

Over 50 Year History of Pioneering the Delivery of Care

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ENVISION HEALTHCARE CORPORATION

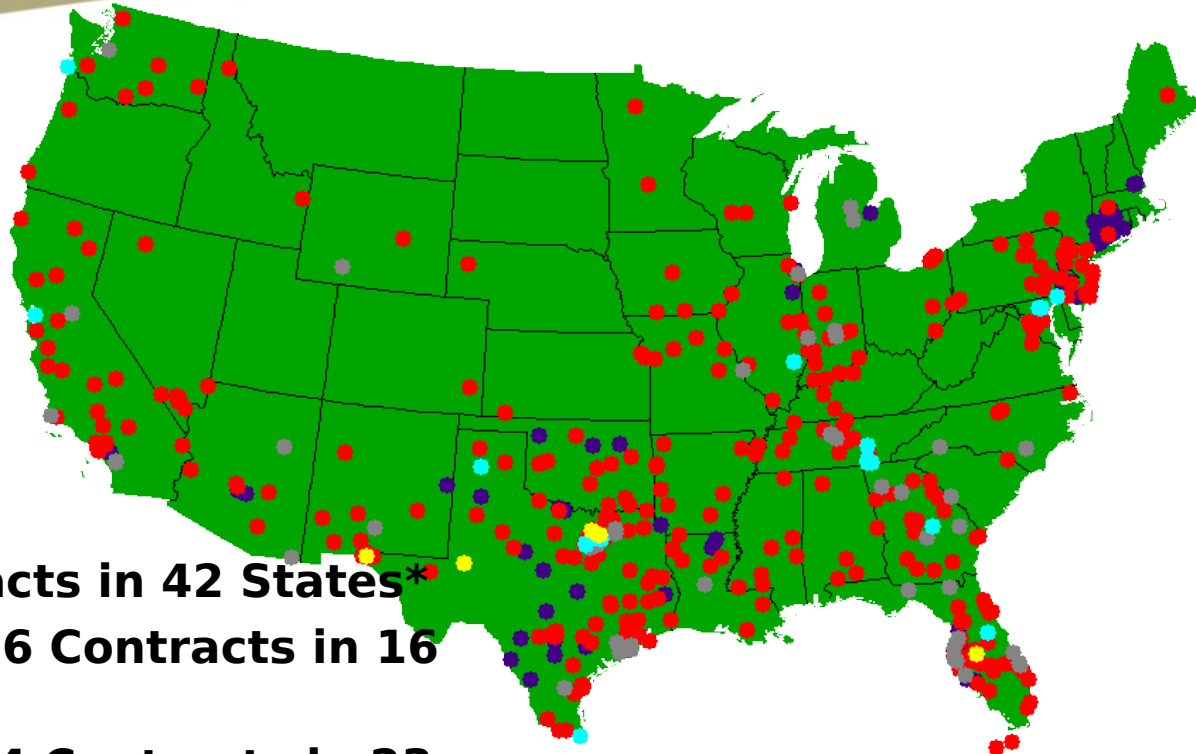
- ⊕ Parent Company: for EmCare, American Medical Response (AMR) and Evolution Health
- ⊕ Combined Revenues of \$3.3 Billion
- ⊕ 25,500 Employees and ICs
- ⊕ Nation's Largest Provider of Physician Practice Management Services and Emergency Medical Transportation Services
- ⊕ Evolution Health is a leading provider of readmission and interventional chronic disease management
- ⊕ Envision Provides Services to Over 15 Million Patients a Year



EmCare Practice Profile

- Emergency Medicine
- Hospital Medicine
- Acute Care Surgery
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Year Founded: 1972
Headquarters: Dallas, Texas
Public/Private: Public



- ED Services: 484 Contracts in 42 States***
- Anesthesia Services: 106 Contracts in 16 States***
- Hospitalist Services: 104 Contracts in 23 States***
- Radiology/Tele-radiology Services: 13 Contracts in 6 States**
- Surgery Services: 13 Practices in 3 States**
- Teleradiology Services: 240 Clients in 3**

2 Main Goals for Today:

1. Introduce you to all of the support you have available to you.

We exist to serve and support you!

2. Answer all your questions

Mission Statement

EmCare exist to serve and support physicians, hospitals, health systems and other healthcare clients in providing high quality patient care efficiently and affordably.

Some of your questions...

“My ES needs my billing packet?”

“I need to submit my scheduling requests in EmTime?”

“Submit my BERA through Concur?”

“RTI?” “EmWorks?”

The answer to these and many other questions.....



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Your Entire EmCare North Support Team

Our Phone System

- **Office hours: M-F 8:30 -5:00 EST**
 - **Scheduling Press 5**
 - **Enrollment Press 4**
 - **Credentialing Press 3**
- **Company Directory Press 1 (last name first)**
 - **Assistance Press 0**

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The Story of you

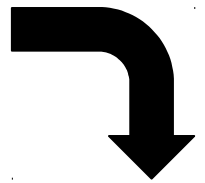
Recruiting →
Credentialing



Enrollment



Scheduling



**Payroll &
Benefits**

- Emergency Medicine
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The Story of you

It all starts with recruitment!

Recruiting



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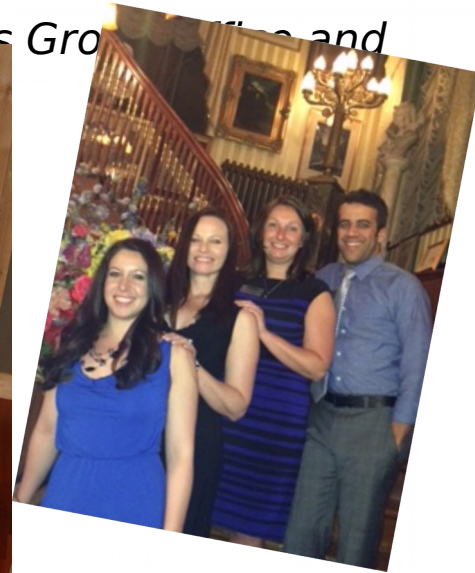
Your Recruiting Support Team

**Ben Videtto,
Recruiting Mgr 11
yrs**



EmCare North Division Recruitment Department

- **Recruiting:** Recruiting Manager, 2 Lead Recruiters, 1 Lead Recruiting Coordinator
 - ✓ 9 Physician Recruiters, 5 Recruiting Coordinators, 1 Events & Conference Planner
- **Locations:** Hingham Office, Indianapolis Office, Downer's Grove Office and remote



Our Recruiting Team



**Benjamin
Videtto**
Recruiting
Manager



**Jennifer
Korando**
MD/WV - ED
VA/TX - ED and
IPS



**Aisha
Maaskant**
OH/PA ED and
IPS



**Doreen
Laessig**
PA - ED



Brittany Kulp
PA/OH/NJ - ED
So. IL - ED and
IPS



**Johanna
Bartlett**
IN - ED, IPS,
Urgent Care



Chris Cox
IN - ED and IPS

Our Recruiting Team



**John
Magombo**
IN – ED/IPS



**Mark Van
Wert**
AL – ED
CT – ED/UC/ANE
PA – ED/IPS



Gene Young
IL/MO – ED/IPS



John Pinto
CT/PA –
Anesthesia

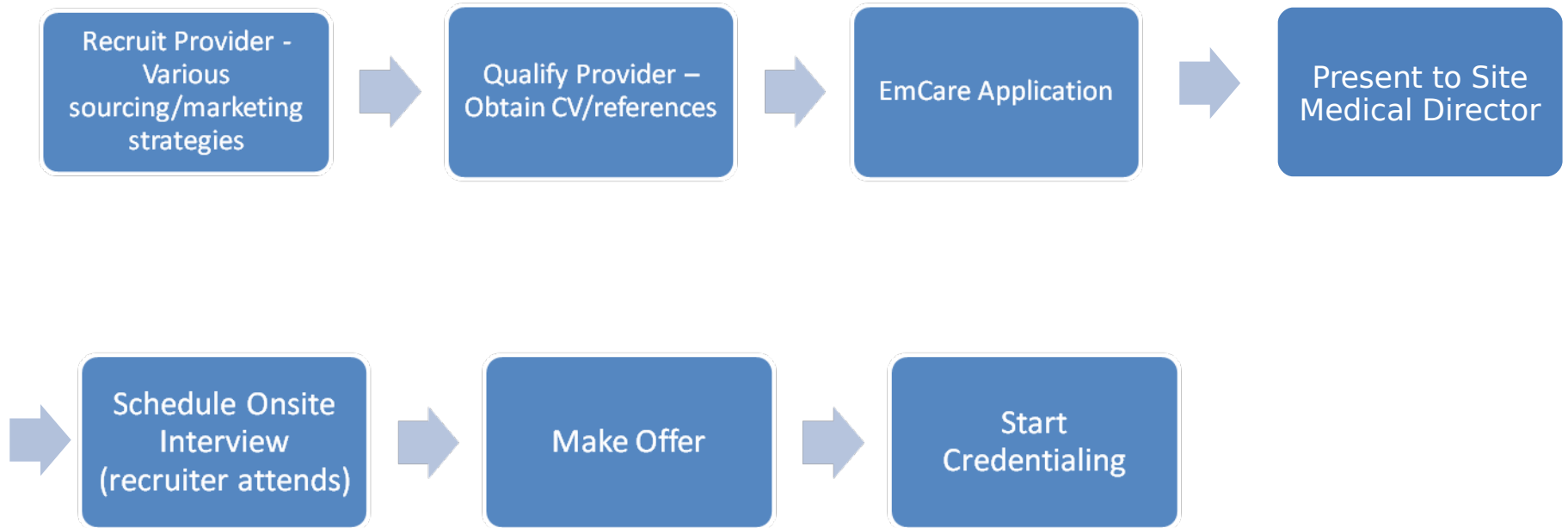


Laurie Gentile
MA/NJ/CT/NC –
ED



Lindsey Davis
Event &
Conference
Planner

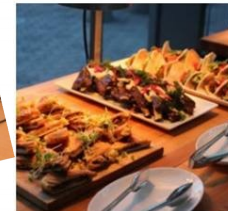
The Recruitment Process



The EmCare Recruitment Difference

Taking the extra step...

EmCare events



Our Provider Referral Program

Refer a colleague, receive a bonus. It's that simple.

- Medical Director - \$5,000
- Full-Time Physician – \$4,000
- Part-Time Physician – \$2,000
- Full-Time PA/NP – \$2,000
- Part-Time PA/NP – \$1,000





Earn while you learn.

Receive up to
\$2,000/month^{*}
while you complete your residency.

^{*} Senior year residents eligible for \$2,000/month.
Junior year residents eligible for \$1,000/month.

Questions or Comments?

Thank you - We are excited to have you
on board!

***Please complete your New
Provider Orientation Questionnaire***

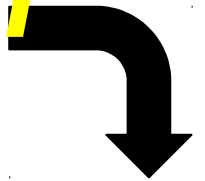
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The Story of you

Recruiting



***Credentialin
g***



Credentialing Support

***“How many times is she
going to call me about the
expiring DEA?”***

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Your Credentialing Team

Horsham,
PA office



Rickette Stephens, Manager– 19yrs

- Emergency Medicine
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Your Credentialing Team

Indianapolis,
IN office



Miranda Hancock, Jackie Stewart, Jeri Hall

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Your Credentialing Team

Downers Grove,
IL office



Joanna Mezile -13 yrs

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It's not always all about me...

Rickette Stephens- 323

Jeri Hall- 240

Joanna Mezile-378

Katina Kostrous-310

Jackie Stewart - 365

Miranda Hancock-229

Sharita Green-326

Robyn Newman- 265

Yvonne Hicks-362

Teaa Davis-326

Wendy Wilson- 292

Credentialing Support

- ***Obtaining Initial Hospital Privileges***
- ***Re-appointments***
- ***Expired Credentials***
- ***State Licensure*** *(see attachment in folder)*
- ***COI's/Malpractice Face Sheet***

Helpful Hints to keep MSO Off Your Back & Minimize # of Phone Calls:

KEEP GOOD RECORDS!

- **Everyone is going to ask for copies of licensure and certificates *over and over and over and over***
- **Create several duplicate color paper copies prior to framing that Beautiful degree/board cert/license- scan copy to an e-file**
- **Always have a Current PPD & Flu shot**
- **Professional head shot a must ! (see examples on next slide)**

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No Ferrets!



FERRETS

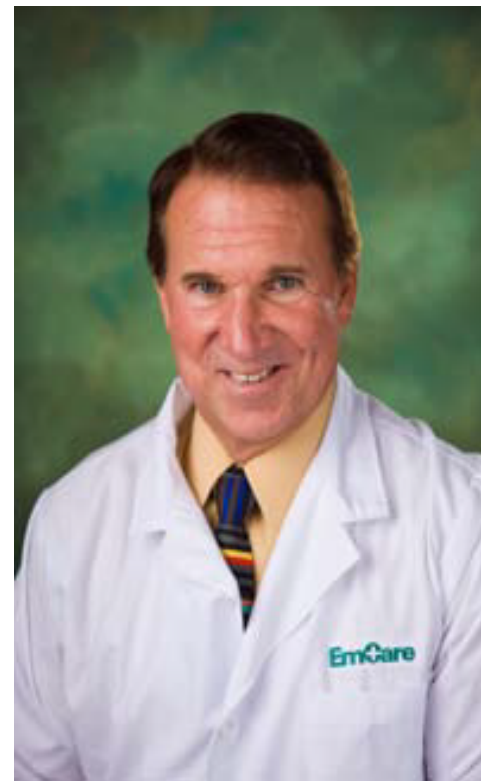
ATTACK MORE PEOPLE THAN GRIZZLY BEARS

©PETER D'AMICO

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Examples of Head Shots

Awesome



Keep in Mind

***If your license/certs expires
so will your income \$\$\$***

\$\$\$

Partners

The credentialers really are your partners in keeping your credentials current, your reappointments/privs current, Dues paid, malpractice current.

Never hesitate to contact them!

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Any Credentialing Questions?



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Annual Compliance Training

Compliance Courses for 2015

- **With in 60 days of hire:**
 1. **New Hire ED Compliance Course**
 2. **Risk Management**
 3. **AIDET**
- **Before 1st Shift:**
 1. **OSHA**

Compliance Courses 2015

Accessing Learning Management

- Go to www.emcare.com
- click on “Physicians” in the upper right side of the web page
- choose “Clinical Education” from the drop down.
- Click on “Clinician Training Log in”

Enter your User/Employee ID and Password. You can find your ID on your pay slip or go to <https://sflookup.emsc.net>

Once you have changed your password and created a security question, you will automatically be directed to the learning management system where the courses required for completion will be listed in your To Do List.

Passwords

➤ **First time users will use
the following default
password:**

Password#1

Passwords

- ***Remember: You will use your newly created password anytime you access the training on a go forward.***
- ***If you need your password reset contact Heather Banks at 303-495-207 or request a reset at:
<https://emsc.plateau.com/learning/user/forgotPassword.do>***

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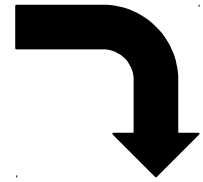
Any Compliance Questions?

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The Story of you

Recruiting 
Credentialing

 ***Enrollment***



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Billing Enrollment Support Team

***More paperwork-
Really?***



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Your Provider Enrollment Team



Located in Pennsylvania:

- **Martin Rodriguez - Enrollment Coordinator (< 1 yr)**
- **Sara VanSant - Enrollment Coordinator (< 1 yr)**
- **Belinda Carter - Enrollment Specialist (< 1 yr)**
- **Lisa Rolan - Enrollment Specialist (< 1 yr)**
- **Kathy Lombardi - Enrollment Lead (< 1 yr)**
- **Diane Vaughn - Enrollment Supervisor (6 yrs)**
- **Laura Gasson - Manager (10 yrs)**
- **Nakima Bell - Enrollment Specialist (< 1 yr)**
- **Markeesha Strong - Enrollment Coordinator (<1 yr)**
- **Susan Young - Enrollment Specialist (1 yr)**
- **Gina Merritt - Enrollment Specialist (< 1 yr)**
- **Phi Le - Enrollment Specialist (< 1 yr)**
- **Rachel Allen - Enrollment Specialist (<1 yr)**
- **Halima Hill - Enrollment Coordinator (< 1 yr)**
- **Leanne Moore - Enrollment Lead (3 yrs)**



Tanya Farabaugh-Bothe
-
Enrollment Specialist
(4 yrs)
Located in Virginia



Kim Dixon -
Enrollment Specialist
(10 yrs)
Located in Illinois

Why is my Billing Enrollment Packet so IMPORTANT?

Q. How do you think we are able to pay you?

A. We bill for your services! (we can not bill without your completed packet)

What is Provider Enrollment

- Providers must enroll with insurance companies in order for us to get paid for your services.
- Our groups are each set-up with a unique group name, tax ID, and NPI number, which means that a provider needs to enroll separately for each group(hospital location) of ours that you work at.
 - This means that a separate billing packet is required for each group/hospital location where you work .

Why is my Billing Enrollment Packet so

IMPOSSIBLE?

➤ A billing packet consists of applications necessary to enroll the provider into each payor for that group in that state.



➤ Yes, we know it is a lot of paper/paperwork to complete.

- Most of our payors determine **effective dates** based on when they **receive your enrollment application**.

➤ The Billing Enrollment Specialists are here to support you with any questions you may have about your billing packet or the enrollment process!

Your Billing Enrollment Packet and its Importance

- ✓ *Needed Prior to working your first shift*
- ✓ *Enables us to bill for your services*
- ✓ *Your “RTI number” needs to be placed on every paper chart you sign to ensure: (N/A for EMR’s)*
 - *proper identification of charts*
 - *proper credit of RVUs (if applicable)*
 - *RTI = Reimbursement Technologies Inc.,
(this is our billing company)*

2 Important Things

1. Never sign any “agreements with payors” unless it was sent to you from your ES.

2. If you receive a letter requesting to “Revalidate PTAN #” contact your ES



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Any Billing/Enrollment Questions?

Trivia Question #1

***Q . What Year & Where was the
1st EM Residency Program?***

***A. 1970, University of Cincinnati,
Bruce Janiak, MD became the 1st
Emergency Medicine Resident***

Trivia Question #2

Q – How many US Presidents were doctors?

A - None!

But our 9th President William Henry Harrison studied medicine for 1 year @ Univ of Pennsylvania

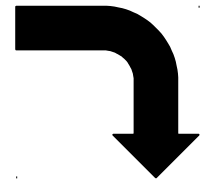
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The Story of you

Recruiting



Credentialing



Enrollment



Scheduling

Scheduling

“Oh just schedule me wherever you need me”

“...*Yea, right*”

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Scheduling Support

***Do they really need to
call me at 5 o'clock
in the morning ?***



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Your Scheduling Support Team



F row: *Meaghan Horgan – 2 yrs, Brandi Wilson – 3 mos, Dana Shea – 3 mos, Faye Jackson - 1 yr, Carla Raiford-Harrison (Lead) – 10 years, Sienna Malubay - 5 years*

B row: *Michael Allen- (Integration) 1 yr, Connie Breedlove – 4 mos, Chris Armuth (Lead) – 2 years, Wanda Santos – 7 mos, Jack McGinty - 2 years, Barbara Kathy Litchfield (Manager) – 25 years, Mark Morena - 6 years, Lively – 9 years,*

The #'s

- *Each Scheduler manages anywhere from 12 - 20 schedules!*
- *about 1,100 shifts per month!*
- *And coordinates schedules for 250 - 400 providers each month!*

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More on Scheduling this afternoon

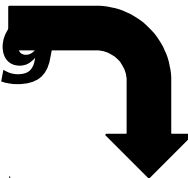
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The Story of you

Recruiting



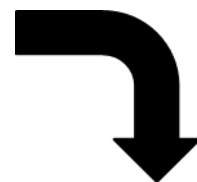
Credentialing



***Enrollment
Scheduling***



***Payroll/Bene
fits***



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Q. How many paychecks do we process each & every month?

A. 758

B. 1,498

C. Just yours

D. 3,345

Payroll/Benefits Support Team



Kim Jones - Benefits Supervisor 8 years

Payroll:

- **Judy Wisniewski 3 years**
- **Carolyn Barclay 5 mo**
- **Lynn Schuster 9 years**
- **Ashley Eagan 2 years**

Benefits:

- **Mary Beth Giovinazzo 6 mo**
- **Bonny Elliott 12 years**

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“Oracle”

This is our payroll platform

BERA ?

Business Expense Reimbursement Account

(employee status only)

Submitted thru “Concur”

**More information to come on this process
this afternoon**

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**Your Payroll &
Benefit Questions
will be answered
later in the day**

Support via Web Site

www.emcare.com

- **FREE CME's/ Clinical Resource Center**
- **Monthly Schedule/Rosters**
- **EmPressions** *(newsletter)*
- **Education/Compliance Courses/Studer Training**
- **Job Opportunities**
- **Upcoming Events/News**
- **Helpful Links to ABEM, DEA apps, every State Licensing Board /applications**





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Welcome to EmCare
We are honored to support you...

Enjoy the day!

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You might need to explain a few oddities during your career ...

Have a seat Kermit. What I'm about to tell you might come as big shock....

